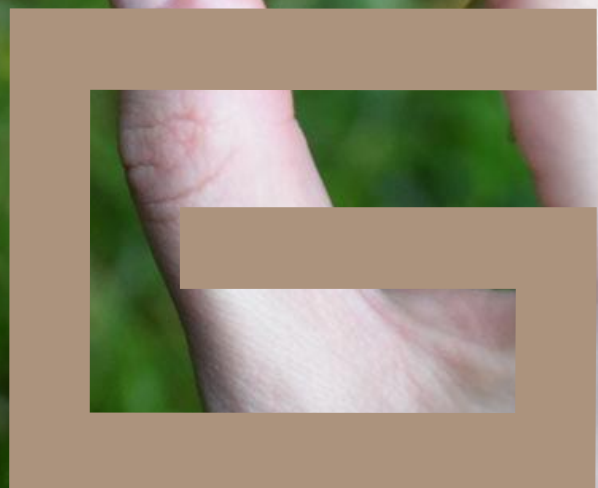


# **Financial Services**

## **Case Study**

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As one of world's largest superannuation providers, this fund serves members across three continents—with offices in Australia, the United Kingdom, and the United States. To maintain investor confidence and meet diverse regulatory requirements, the fund sought a robust, centralised platform that could provide consistent risk management and business continuity across all regions.

## Challenge

Historically, Business Impact Analyses (BIAs) and Business Continuity Plans (BCPs) were scattered, making it hard to quickly identify key dependencies or keep documentation updated for different geographic locations.

Crisis management approaches also varied by office, risking inconsistent responses when minutes mattered. The fund needed a solution that would:

- Host up-to-date BIAs and BCPs for all offices globally
- Allow easy activation and consistent logging of incidents
- Provide large-scale, two-way emergency communications
- Supply real-time situational awareness and historical tracking in any region

## Modules Used

- Business Impact Analysis (BIA) – consolidating 73 BIAs into a single, live repository
- Plans – storing BCPs and Crisis Management Plans, accessible via mobile devices
- Touchbase – mass two-way emergency notifications, reaching 3,000+ staff across three continents
- Incident Management – activation, logging, and coordination of any disruption
- Simulations – testing and refining crisis response procedures

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## Implementation

By integrating Battleground Live, the fund merged its 73 BIAs and 21 BCPs into one platform, ensuring updates in Australia, the US, or the UK were instantly reflected enterprise-wide.

Crisis Management Plans were centralised with role-specific checklists and offline access via mobile devices—critical for remote work or travel scenarios. The Touchbase module enabled two-way SMS blasts to over 3,000 employees worldwide, each region receiving communications from dedicated local numbers.

Meanwhile, the Incident Management module served as a single source of truth for any disruption, capturing every activity log and decision in real time.

Frequent Simulations built confidence and readiness, covering events from cyber threats to physical security incidents.

## Results

The fund achieved a unified approach to resilience, replacing a patchwork of manual processes with a streamlined digital framework that supports all offices equally.

Executives praised the clarity real-time dashboards brought during incidents, while local BCM champions found it simple to update and share plan details.

The two-way communication feature proved pivotal for time-sensitive alerts, enhancing global coordination.

Ultimately, Battleground's solution provided a scalable blueprint for consistent oversight, up-to-date continuity plans, and prompt, coordinated response—no matter where an incident arises across the globe.

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